

**THE WOODLANDS TOWNSHIP - PARKS AND RECREATION DEPARTMENT**  
**2018 GROUP RESERVATION AGREEMENT & PROCEDURES FOR POOLS**

The Group Reservations pool entry rate and program was established to provide local daycares and other like-minded organizations with a safe, fun place to bring the children in their care to swim and enjoy the parks within The Woodlands Township. Most children visiting with these groups are residents of The Woodlands and many have Season Passes. However, with respect to (and in response to) the concerns voiced by our valued residents, the Township has put in place a number of stipulations to govern this program.

**WHO can make a Group Reservation?**

1. A group is defined as any person or entity, commercial or non-profit, which provides **structured child care and/or activities** and can provide proof of same in the form of a business address, tax ID, etc, if requested by Township staff.
2. **The maximum allowable size of a group is 50 children plus the appropriate number of adult supervisors.** Exceptions will be rare and must be approved by the Aquatics Superintendent prior to the visit. Over-sized groups may be turned away for safety reasons.

**WHEN are Group Reservations available?**

3. Group Reservations are available at all 14 Township pools **from June 4 through August 10, 2018, except on July 4<sup>th</sup>.**  
\*\*Bear Branch Pool reservations will be taken in 2018, but only for dates after July 4<sup>th</sup>.\*\*
4. Up to three group reservations will be allowed per facility per day, Monday through Friday. No Saturday or Sunday reservations are taken under the group rate. (Large weekend groups are encouraged to make 'pool party' reservations after-hours.)
  - Only one (1) group will be scheduled during any one (1) time slot per facility.
  - The maximum length of any one group reservation for one group is "two slots".
  - **The Monday – Friday time slots are as follows:**  

<b>10:00AM – 12:00PM</b>	<b>12:15PM – 2:15PM</b>	<b>2:30PM – 4:30PM</b>
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  - The reservation windows listed above are the only available time slots. This has been done to make group use of the facilities more predictable and standardized for residents of The Woodlands (for their own planning purposes) and to address complaints of family pool use time being "impeded by" group reservations. Exceptions will be rare and must be approved by the Aquatics Superintendent prior to the visit.
5. All pools are "blackout" for group reservations at least one day each week. This is either because the pool itself is closed that day (for training and cleaning), or that we are reserving the time slots for Township programs.
  - The days/pools that are **NOT available** for reservation will be:
    - **MONDAYS:** Rob Fleming, Alden Bridge, Forestgate
    - **TUESDAYS:** Ridgewood, Sawmill, Windvale
    - **WEDNESDAYS:** Bear Branch, Falconwing, Wendtwoods
    - **THURSDAYS:** Cranebrook, Creekwood, Harper's Landing
    - **FRIDAYS:** Cranebrook, Lakeside, Sawmill, Shadowbend, and Wendtwoods

**HOW are Group Reservations taken?**

6. Reservations will be taken on a first-come, first-served basis beginning **February 15<sup>th</sup>** for groups located within The Woodlands (must have a physical address in The Woodlands) and **March 1<sup>st</sup>** for groups not located in The Woodlands.
7. In order for a 2018 reservation to be confirmed and a Permit issued, all groups will be required to have a **signed copy of this agreement** on file with the Aquatics Division **AND** be current with the Township in regards to any money owed for the 2017 season. Groups may submit a signed copy of this Agreement ahead of time to speed up the reservations process.
  - To inquire regarding outstanding balances please call 281-210-3950 from 8a-8p Mon-Fri or 8a-5p on Saturday.
  - You may email a signed copy or send other inquiries to [Aquatics@TheWoodlandsTownship-tx.gov](mailto:Aquatics@TheWoodlandsTownship-tx.gov).
8. Groups meeting this criterion will be required to contact us to **make a reservation** with The Woodlands Township, Parks and Recreation Department, **at least 10 calendar days in advance of the desired date of their visit** in order to receive the group entry rate. See below for the procedures for "walk-in" groups.
9. Group Reservations may be made by calling Aquatics at 281-210-3937 or emailing [Aquatics@TheWoodlandsTownship-tx.gov](mailto:Aquatics@TheWoodlandsTownship-tx.gov). Please be prepared to leave a voicemail (especially prior to May) including callback name and number, and pool/date/time slot preference. A part-time administrative staff member will return all calls and emails in the order they are received, within one business week. The admin staff does not have authority to change written policy or otherwise enter into verbal agreements contradicting this document. Exceptions will only be granted in writing and with knowledge of the Aquatics Superintendent.

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**VISITING THE POOL**

10. The group reservations rate is **not a private facility rental**; this program is being offered during public use hours only.
11. Groups with reservations should enter and exit the designated facility at the times specified on their Permit.
12. The Pool Supervisor or Head Guard will be provided a yellow sheet with the details of your reservation including any specific concessions or exceptions. He/she will take a head count, determine method of payment, and ask a/the lead counselor to sign the sheet confirming both of these facts – with the opportunity to make comments or notes as needed.
13. If no Group Reservation exists, **staff may deny entry to “walk-in” groups** or otherwise require that the walk-ins pay the applicable Daily Admission fees for that facility. This decision will be at staff’s discretion based on safe operations of the facility.
14. For the safety of all involved, group leaders should be prepared to present a list of all attendees (including adult supervisors) with corresponding emergency contact information (guardian’s name, work #, mobile #, etc.) during each visit.
15. Adult-to-Child Ratios:
- Groups must provide one (1) adult (16 years of age or older) per four (4) children under the age of seven (7) years. **Adult supervisors must accompany all children under the age of seven in the water at all times.**
  - Groups must provide one (1) adult (16 years of age or older) per eight (8) children ages seven (7) years and older. **Adult supervisors must directly supervise all children ages seven and older either from the pool deck or in the water at all times.**
  - These ratios must be maintained during the entire visit or future admission may be denied and/or group asked to leave.
16. Pool Rules for Group Reservations:
- All adult supervisors must be wearing an appropriate swimsuit – under clothes is fine – and be **directly supervising** either on deck or in the water at all times, depending on the age of children as described in #14 above.
  - Adult supervisors are responsible for their children’s conduct and for taking the appropriate disciplinary action(s).
  - Groups must adhere to the posted facility rules, regulations and staff requests. Violations can result in group dismissal.
  - Groups must have transportation on-site and ready for safe and immediate exit from the facility, if necessary.

**PAYMENT**

17. **ALL group entrants, including the adult supervisors, must provide valid entry payment of some kind.** This can be accomplished by (a) paying the Group Reservation Fee, (b) paying the Daily Admission Fee, (c) presenting a 2018 Punch Card valid for that facility, or (d) presenting a Valid 2018 Season Pool Pass.
18. Registered groups may choose to ‘pay at the gate’ or be invoiced for their visit(s) at the end of each month. Walk-ins are not afforded the courtesy of invoicing and must pay upon entry. The Township will not invoice any organization prior to their visit.
19. Group Entry Fees are: **\$4/person** for all 13 Village pools and **\$7/person** for Rob Fleming Aquatic Center.
20. A full list of pool fees are listed on signage at the pools, in the Splash Guide, and at this link:  
<http://www.thewoodlandstownship-tx.gov/327/Pool-Fees-and-Schedule>
21. All rain check / refund policies apply to Group Reservations and can only be waived or adjusted by Parks Administration.

The undersigned is an authorized representative of the organization named below and hereby agrees to the fees and procedures outlined above. The Woodlands Township, Parks and Recreation Department, reserves the right to deny any Group admission or void this Agreement at anytime. All questions or concerns should be directed to [Aquatics@TheWoodlandsTownship-tx.gov](mailto:Aquatics@TheWoodlandsTownship-tx.gov).

<hr/> Name (Printed)	<hr/> Signature	<hr/> / /2018 Date
<hr/> Position / Title	<hr/> Organization	
<hr/> Preferred Contact #	<hr/> Email	